

## Customer Satisfaction Advocate

Highly personable customer service specialist with experience in a fast paced and high traffic environment. Cross departmentally trained, playing a critical role in handling currency, assisting consumers with orders, and filling in where necessity presents itself. Successful in assuring quality control, delivering prompt service, and ensuring client gratification. Studying positive leadership capabilities, conflict resolution, associate engagement, and proficient development skills.

- Outstanding communication rapport
- detail-oriented research and resolution
- Problem solving, master time management capabilities
- Adaptable to surroundings
- Customer Service Demonstrative

## Professional Experience

Starbucks

2020 - Current

- Proceeding in satisfaction of customers needs
- Exercise daily operations
- Help maintain product and workspace up to standards
- Perfecting recipes to best serve the customer
- Creating personal connections with every customer

Kroger

2016 - 2020

- Efficiently serve customers their beverage and food orders with a polite and courteous approach
- Operate cash and card machines with integrity
- Present and drive promotions with a cheerful nature
- Educate customers on their various options and maintain quick delivery of each order
- Prepare machines, work areas by being neat and orderly

## Education

Tarrant County College - Southeast Campus - Arlington, TX

2016-2018

Lone Star College - Montgomery Campus - The Woodlands, TX

2022- Current